



City of Cincinnati

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FOR IMMEDIATE RELEASE

Contact: Kathy Allen, Administrative Specialist
Greater Cincinnati Water Works / 513-591-7970

GREATER CINCINNATI WATER WORKS ADVISES CUSTOMERS TO PROTECT PIPES FROM FREEZING

During this period of frigid temperatures, Greater Cincinnati Water Works (GCWW) urges customers to leave a pencil-lead-thin stream of water flowing from faucets coming from pipes in unheated areas or against exterior walls to prevent freezing. If the pipes are under a kitchen or bathroom sink, keeping the cabinet doors open to allow more heat to reach the pipes may also help. It is best to insulate these areas or wrap water pipes before very cold weather arrives. Disconnecting and draining outdoor hoses are also important to prevent a frozen pipe or faucet.

Before starting to thaw a frozen pipe, make sure you know where the master water shutoff is. If the pipe is already broken, it may not be leaking because the water is frozen. But when it begins to thaw, the water could leak if you have not turned the water off first. Most master shutoffs are where the water line comes into the house from the street. Keeping a plumber's phone number on hand is a good idea.

A hair dryer with a low heat setting is the easiest and safest tool to use to thaw frozen pipes. First open the faucet. Then use the hair dryer to wave warm air back and forth along the pipe. Never use a torch with an open flame to thaw pipes. It is a fire hazard and can further damage pipes and soldered joints.

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